

Clevertouch & interactive screens | Medium | 2 min read

Touch is not working or is in the wrong place on a Clevertouch screen

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If the screen shows a picture but does not respond to your finger, or draws somewhere other than where you touch, there are a few common causes. Most are easy to check.

Start with the simple things

1. Wipe the screen with a dry, soft, lint-free cloth. Dirt, tape or stickers can confuse touch.
2. Check nothing is resting on the screen or its frame, such as paper or a cable.
3. Remove any plastic film or cover that was not fitted by your installer. A protective film can make touch less accurate.
4. Restart the screen from the power button and wait for it to start fully.

Check the touch lead

When a laptop or a computer module is connected, touch is usually sent back through a USB lead. An unplugged or loose USB lead is one of the most common causes of touch not working. Check that:

- the USB lead is plugged in at both ends, including at any wall plate or desk plate,
- it is in the correct USB socket on the screen, often marked for touch (your model may be labelled differently),
- the laptop has not put its USB port to sleep.

Try unplugging the USB lead, waiting ten seconds, and plugging it back in.

Touch lands in the wrong place

This can happen when the laptop's display settings are set to extend rather than duplicate the screen, or when the resolution is not the one the screen expects. Set the laptop to duplicate and use its recommended resolution. Some models also offer a touch calibration option in their settings. Only use it if your model has one and your IT team is happy for you to.

When to get more help

If touch has stopped everywhere, or one section of the screen never responds even after cleaning and a restart, the screen may need a technician. Tell them the model and serial number, and when it started. If the screen is managed by your school or company, some settings may be locked. Your IT team or the supplier you bought the screen from can help with warranty, firmware and admin-locked settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.